C2070-586^{Q&As}

IBM Case Manager V5.1

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QUESTION 1

What is the key difference between case management and business process management?

A. Cases tend to be predictable and rely on system control or business rule based control flow.

B. Cases may not always involve human participation, while a business process solution always require human interaction.

C. In case management, the business problem is solved by a knowledge worker using tasks that may have been modeled; in business process management, the business problem is always solved by following a modeled process.

D. The emphasis of case management is on designing a step by step procedure to solve a business problem; the emphasis of business process management is on designing a flexible solution for knowledge workers to solve a repeatable problem.

Correct Answer: C

QUESTION 2

There is a need for users to control case security, how could this be accomplished?

A. There is no way to allow users to control the security of cases.

B. Changing the page security on the Case Details page in Business Space.

C. Using Marking Sets to provide user-controlled security on cases using Case Property values.

D. Changing the default security on the corresponding case folder class in the target object store.

Correct Answer: C

QUESTION 3

Which statement about the difference between a task and a process workflow is true?

A. A task is a more specialized and focused process; a process encompasses the entire work stream.

B. A task is always started from a document being added to the system; a process can be started by a number of ways.

C. A task can be started by a number of ways; a process can only be started from a document being added to the system.

D. A task is part of a set that have to be executed in a certain order; a process allows for process fragmentation.

Correct Answer: A

QUESTION 4

Within the scope of ICM databases created, which statement is true?

A. The Process Engine database can only run on DB2.

B. The Business Space database can only run on DB2.

C. The Case Analyzer database can co-exist with the CE database.

D. The Process Engine database can co-exist with the CE database.

Correct Answer: D

QUESTION 5

A solution designer is given the following integration requirements for an ICM solution: 1. An external application will create cases using the ICM API 2. The external application will use a REST based API to integrate with ICM 3. The external application only accepts responses formatted as Json Which API should the solution designer recommend?

A. Process Engine REST API (P8BPMREST)

B. IBM Case Manager REST API (CASEREST)

C. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine with REST binding

D. IBM Content Management Interoperability Services (CMIS) for FileNet Content Engine with SOAP binding

Correct Answer: B

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